

OVERVIEW

The Michigan Department of Health and Human Services (MDHHS) must provide interpreter services for all individuals who are deaf, deaf-blind, blind, hard of hearing, and individuals with limited English proficiency. MDHHS must notify all individuals of their rights and responsibilities, benefits, programs, services, and information.

ACCOMMODATION FOR DEAF/HARD OF HEARING AND NON- ENGLISH-SPEAKING CLIENTS

MDHHS must provide interpreter services in the individuals preferred language or method of communication for all individuals who are deaf, deaf-blind, or hard of hearing.

Procedural requirements and payment processing for these services are referenced in Services Requirements Manual (SRM) [SRM 401, Effective Communication for Persons Who are Deaf, Deaf/Blind, or Hard of Hearing](#)

Communicating in writing with individuals who are deaf or hard of hearing is not a sufficient form of communication unless:

1. The individual prefers this form of communication.
2. Adult services staff are making an unscheduled or imminent contact where an interpreter could not be arranged ahead of time.

MDHHS must provide interpreter or translation services for individuals with limited communication skills, including individuals with limited English proficiency. Additional information from Human Resources can be found at [MDHHS Limited English Proficiency Guidelines](#).

Procedural requirements for arrangement and payment of these services are found in [SRM 402, Limited English Proficiency and Bilingual Interpreter Services](#).

Adult services staff must document in MiAIMS the following information:

1. When an interpreter or translator is not used and the reason(s) why.

2. The relationship of the interpreter (family or friend of client, Michigan certified, etc.) or translator (family or friend or client, professional, etc.).

LEGAL BASE

Federal

Section 504, Rehabilitation Act of 1973, as amended, 29 U.S.C. § 701

Americans with Disabilities Act, 42 U.S.C. §§12101 et seq.

Title IV, XIX and XX of the Social Security Act

42 CFR 2000d

45 CFR 80.3

State

Deaf Persons' Interpreters Act, 1982 PA 204, as amended, MCL 393.501 et seq.

Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended, MCL 37.1101 et seq.

The Social Welfare Act, 280 PA 1939, MCL 400.57g

CONTACT

For questions contact MDHHS-Home-Help-Policy@michigan.gov or MDHHS-Adult-Services-Policy@michigan.gov.